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600-02 Information Technology Management

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Information Technology Management INFO 600 Fall 2010

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Course Description

The Course is an examination of systems and technology involved in the production of goods and the delivery of services. The predominant focus is on the manager's use of information and technology to influence the design, operation and control of systems in order to enhance competitive advantage. Topics covered include analysis of current information systems, identification and assessment of an organization's strategic use of information systems and trends of information technology development. This course explores business processes and information systems; it is highly integrative and will draw heavily from other functional areas in business.

Course Materials

We have no text book for the course but we will be using Harvard case studies available for purchase through STUDY.NET (see Blackboard) and readings available free online through our Blackboard "Course Schedule" site.

General Course Objectives.

1. To understand facts, concepts, and principles related to *managing* with technology.
2. To understand factors involved in attempts to apply technology to real-life situations.
3. To develop an awareness of the possible limitations of technology.
4. To focus on technology and how it relates to the strategy of a business.
5. To apply different IT concepts to the workplace.

Technology Principles to Live By:

- Principle 1 – Just because you have more IT, doesn't mean you have better information.
- Principle 2 – IT's value is determined in the way you use and manage it.
- Principle 3 – If IT is the solution, what is the problem?
- Principle 4 – If you identify a problem, then who will be your problem solver?

Williams College of Business Mission

"We educate students of business, enabling them to improve organizations and society, consistent with the Jesuit tradition"

How this course relates to this mission

Technology has had a major impact on nearly every organization and on society at large. The course will critically examine these impacts via case analyses, readings on current topics, and in-depth discussions about the social issues of technology and the Internet. Ethical issues will be examined in all situations and a reflection on the topics along with future implications will be part of the course.

Deliverables at a Glance:

1. Online Participation (synchronous chat sessions)
2. Current IT issue presentation Discussion of topics (asynchronous participation during the week)
3. Discussion of topics (asynchronous participation during the week)

4. Blog - Reflection and Case entries (Case Questions and Reflections)
5. Group Online Presentation to Class
6. Final Essay Exam

Deliverables in Detail:

Online Participation (synchronous): Class participation is critical in an online course. There will be required synchronous sessions during the term and you want to be prepared for these sessions by reading the assigned materials and participating in the Asynchronous Discussions during the week. The purpose of our synchronous meetings is to briefly discuss the topic and to allow students to present their Current Events. **Current IS Issues Sharing:** In order to become more involved with events in the area of technology and information systems, you are to locate one current technology issue dealing with the strategic use of technology and/or information systems and present it to the class using PowerPoint. You are to do a 10-12 minute presentation of your issue during a synchronous meeting. Feedback from past students has indicated that is a very valuable requirement in this course. The current issues are interesting plus this online exercise will help prepare you for future virtual presentations that most assuredly you will be making in the near future. Our sessions are archived so you can return to your presentation for critiquing. Post your slides to the **Assignment Area** once your presentation is completed plus post to the **Discussion Board** for the group. (See the Grade Rubric for Presentations for further guidance.)

Discussion Questions (asynchronous participation): Another important element of participation in this online course is the class threaded discussion on Blackboard. There will be required discussions every week around the assigned cases. We will engage in guided discussions about the topics surrounding the readings via Blackboard. Discussions will be prompted by questions/statements inviting you to approach the cases and readings from a specific perspective. You may also want to compare the situation in the case to your own industry or work environment plus when appropriate add links to sites to help better understand the case and the issues in the case. The initial questions serve as advance organizers to encourage critical thinking and informed participation. These are just to help get you started on your discussion. Each student posts their own initial thread. There will be requirements for these initial postings. You will then read and respond to at least two other postings from fellow students (more activity though the higher your grade.) You should visit the Discussion board every two days to keep up with the Discussions.

You are welcome to start your own topics in the Discussion Board area within the “**Water Cooler**” forum. You can post interesting sites that others might like to see or discuss. You can also post questions and concerns about the course so I can answer it for everyone.

The Discussion Board takes the place of F2F in class discussions and is vital for a successful experience. This is a collaborative experience which adds value to the course. A grading rubric is provided in the Course Information Tab in Bb for the Discussion board activity and you will also see examples of exemplary postings.

Reflection Blog Activity: A reflection blog will be due every three to four weeks for the purpose of discussing past weeks’ topics. You are to submit two to three paragraphs of what you believe were the most important things you learned over that time and how it relates to you or your work environment. (This will be due by Sunday evening-see Deliverable list for the exact due dates.)

Group IT Presentation: The presentation project is to be done in groups and the presentation of the project will be during one of our final synchronous chat sessions at the end of the term. Groups will be randomly created and posted in the “Course Information” section of Bb and in the Teams section. This will be similar to your individual presentation but it will go into more depth on a more general topic such as: BI used for competitive advantage; Knowledge Management in the Accounting Industry; Future of Health Care and Electronic records; Security issues for an organization; a Supply chain model for a business, Entertainment industry and technology; Outsourcing advantages/disadvantages to a particular industry; Social networking in Business; Online Gambling in the USA and the world; etc.

Step One—Meet Your Team

- Meet with your team. Please send me via email (crable@xavier.edu) your team contact person (This person is the facilitator but not responsible for doing the whole project. He/she will post the final set of slides and Reference page to **Assignment Area and Discussion Board** and I will contact this person when I need to contact your team.)
- Arrange virtual meetings in *Wimba* (text and voice capability) or you can do this asynchronously as well. You might want to set up your own Blog or Wiki (available in Bb.) Some of you may also select to have face-to-face or telephone meetings, but this is not encouraged or required. I would prefer that you learn how to operate in the virtual environment. Select your topic, divide up the responsibilities, and begin your research.
- Send your topic to me for approval as soon as your group decides on one to "lock in" the topic.

Step Two—Prepare a Detailed Outline

- A detailed outline of the research project is due from each group by Nov 10th. You can send me a high level outline any time before this date if you would like some guidance.

Step Three—Class Presentation

- The class online presentation should be approximately 25-30 minutes long (plans carefully and do not run over your time since you will lose points.) Use PowerPoint to guide your presentation and all members should participate in the presentation. You can practice in the *Practice Room* within *Wimba* which is set up for that purpose. Have the leader of the team post your PowerPoint slides and a sheet with your references (7 to 9) to the **Assignment area and to the Discussion Board area for presentations.**

Final Essay Exam:

An exam will be posted in Blackboard at the end of the course. A window of time will be given for students to take the exam. Students will log onto Blackboard and follow the link to the exam. Exams will be "open book" but they will also be timed (you will have 2 hours to complete the exam), so students must be organized and prepared. Exams will primarily cover course readings and discussions and will cover general issues related to topics and cases.

Grading:

Percentage Point totals will be distributed as follows:

Synchronous participation & Current Event	15 %
Discussion Forum Participation	40 %
Blog Reflections	10 %
Final Exam	20 %
Group Research Project and Presentation	15 %

A	95 to 100	C+	77 to 79
A-	90 to 94	C	73 to 76
B+	87 to 89	C	70 to 72
B	84 to 86	D	below 70
B-	80 to 83		

Note--Attendance at the synchronous sessions are expected. If you have a business or personal issue and will miss a meeting please inform me as soon as possible. All meetings will be archived and available for review at a later date.

Academic Integrity:

Cheating (using or attempting to use unauthorized materials in an academic exercise), fabrication (falsifying or inventing information), facilitating academic dishonesty (helping or attempting to help another commit an act of academic dishonesty), and plagiarism (representing the words or ideas of another as your own and not citing the source) will result in a grade of F for the course. If you have any doubt about whether you're plagiarizing, ASK. **Students have been dismissed for plagiarism. Be sure to cite all sources used in any work you turn in for credit.**